

APPENDIX D  
TO DIR CONTRACT NO. DIR-SDD-1883



AUSTIN RIBBON + COMPUTER

TECHNICAL SERVICES

Services Proposal for:

Sample

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ARC Services

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Version 2.0

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## ***Technical Services Expertise***

The ARC Professional Services team is comprised of certified Project Managers, each of whom have managed and successfully completed IT deliverables projects for Independent School Districts (ISDs) and State of Texas Agencies. Project Managers are responsible for the overall project success. The Project Managers are supported by Project Team Leads, Technical Team Leads and Deliverables technicians. The Project Team Leads are responsible for day to day operations, overall quality control, scope of work compliance and dispute resolution.

The Technical Team Leads are responsible for quality control of individual sites, site wide unit deployment, site coordination with customer project leads, and training of the Deliverable Technicians. The Deliverable Technicians are responsible for the actual statement of work deliverables which can include asset deployment, imaging, asset tagging, data migration, data disposal, asset disposition etc.

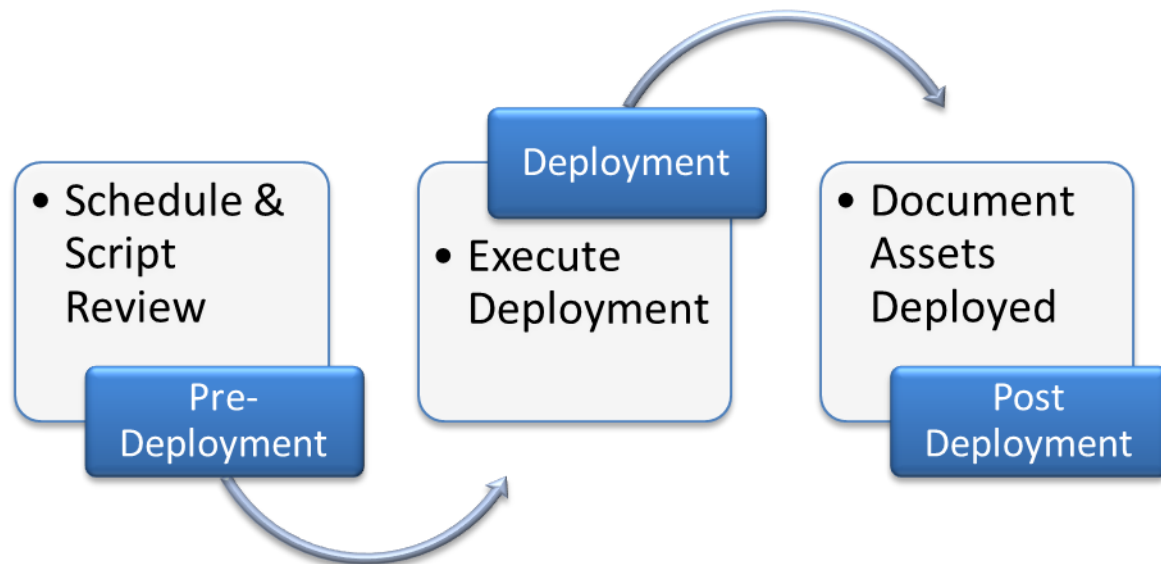
### *Technical Services Overview*

The following document is the Technical Services Proposal by Austin Ribbon & Computer (ARC) for \_\_\_\_\_, hereafter "Customer". The following services are to be performed in accordance with the terms and conditions of DIR Contract No. DIR-SDD-1883 and this Services Agreement. Should a conflict arise between the DIR Contract and this Services Agreement, the DIR Contract shall prevail.

The effective date of this proposal is \_\_\_\_\_. The services pricing in this proposal is valid for ninety (90) days. The proposal can be extended as is if requested in writing.

The scope of this services proposal is to provide services described in this document.

ARC has developed a service management methodology that oversees each deployment project. Upon award of a new contract, ARC will assign a project manager as the point-of-contact (POC) for this project. The project manager will sit down with the customer in a kickoff meeting to review a preliminary schedule. This is an opportunity to discuss key project milestones and document key information for a successful project. The ARC project manager will be responsible for setting up a communication plan. This communication plan shall include the customer POC as well as other stakeholders that should be copied on status reports and/or other critical communication items. The ARC project manager, along with the customer POC, will develop the project schedule and the key reporting requirements that need to be included in the status reports. The ARC project manager will execute the project in accordance to the agreed upon project schedule. During the deployment, if the ARC project manager or the customer POC determines that a change is necessary to the Statement of Work (SOW), the party proposing the change will document the request using the Change Request Form (Appendix A).







Once the deployment has been completed; the ARC project manager will sit down with the customer in a pre-project closeout meeting. This is an opportunity to summarize the project and provide feedback/lessons learned for ARC and the Customer. The ARC project manager will hold a final Project Closeout meeting with all key stakeholders to obtain approval/acceptance of the deployment.

## *Statement of Work*

### **1. Pre-Deployment Activities**

ARC and Customer will complete the activities listed below before on-site services begin. These activities will validate the assumptions, requirements, procedures, and responsibilities set forth in this SOW. In the event any Assumption, requirement, procedure, or responsibility is found to be incorrect, the pricing and/or scope of Services will be modified to reflect the actual operating environment.

a) Kickoff Meeting

- Quick Conference Call to establish the best time for installation

b) Schedules

ARC and Customer will mutually agree in writing to a schedule deployment date.

## 2. Deployment Services

ARC's technical lead will manage the deployment of the new printer using standardized procedures from past experience. The following steps are included in the basic installation once the installation technician arrives on-site:

### a) On-Site Arrival

Once the technicians arrive on-site, the following additional tasks will be performed:

- Document and inventory equipment received on-site
- Verify serial numbers
- Notify customer of any discrepancy or damage of shipped equipment
- Un-box equipment
- Move equipment from staging area to installation area
- Deploy the new printer

### b) Equipment Installation Process

- Power up and install the equipment at the designated location.
- Connect to the network if required

### c) Close-out Deployment Phase

- Document and provide an electronic list of assets deployed
- Customer acceptance sign-off
- Off-site disposal of deployment related trash
- Properly clean the installation and staging areas



### 3. Responsibility Matrix

The following is a table outlining the responsibilities for the customer and ARC.

No.	Task	ARC	Customer
1	Receive new systems shipped through ARC's procurement		P
2	Verify system information prior to deployment	P	
3	Ensure adequate power is available for the workstations		P
4	Ensure all Network drops are functionally and configured correctly		P
5	Provide Network Cables		P
6	Delivery of equipment from ARC warehouse to each deployment site		P
7	Assign a designated un-boxing and staging area in each facility		P
8	Central POC for all ARC service delivery issues	P	
9	Central POC for all service delivery questions		P
10	Manage deployment resources and coordinate activities with the customer	P	
11	Coordinate the scheduling of all necessary customer resources required for the project		P

(P) – Primary Responsibility

#### 4. Assumptions

Pricing is based upon the following assumptions:

No.	General Assumptions
1	The customer and ARC shall assign a POC as the Project Manager and each shall have the authority in all aspects of the project
2	The Customer Project Manager shall obtain and provide project requirements, information, data, decisions and approvals according to the project plan unless both parties agree to a different response time and provided the information is available from the customer
3	The Customer shall provide ARC Project personnel with reasonable and safe access to the project site and adequate office space, as required.
4	The Customer Project Manager shall assist in resolving project issues and communicate issues to the appropriate persons within customer's organization, as required.
5	The Customer shall provide all Login ID's passwords, domain specifications, and access issues prior to the scheduled services
6	All hardware and software required for the project is on-site and ready for deployment.
7	An elevator shall be available to transport equipment between floors

No.	Scope Assumption
1	Deploying one printer
2	Units shall be deployed to customer designated facilities
3	Customer shall provide a designated staging area to receive equipment upon arrival of the ARC technicians
4	Customer shall provide adequate power outlets located in the equipment installation area
5	All units for each facilities deployment are delivered before or as the ARC technicians arrive on-site.
6	Changes to the mutually agreed schedule for performance of services or modifications to the services will only be in accordance with the Change Management process set forth by ARC.
7	Service Hours: ➤ Business Hours – Monday through Friday, 8:00 am to 5:00 pm local time

	(excluding State of Texas and nationally-observed holidays).
	➤ Outside Business Hours – (Monday – Friday) – (may incur an additional charge except for the Austin area)
	➤ Weekends – (may incur an additional charge except)
	➤ Holidays – (may incur an additional charge)

## 5. Deployment Service Pricing

The base price for the Services to be performed by ARC, applicable cancellation and rescheduling fees for the Services are listed below:

Value Added Services to be Performed		Total
Project Management		
Printer Deployment Service (1 Printer)		
<b>Total Service Price</b>		<b>\$XXX.XX</b>

### Notes:

1. Prices and/or scope of services will be adjusted by ARC to reflect the actual operating environment if the assumptions are found to be incorrect or there is a material failure of Customer to perform its responsibilities as set forth in this SOW. Any time spent beyond the projected project hours will be billed to Customer at the Project Staff standard T&M hourly rate.
2. Prices exclude costs for procurement of any hardware or software.
3. Prices include travel expenses.

## ***Project Acceptance***

### **1. Change Management**

When ARC or Customer determines that a change is necessary to refine a process, procedure, or specific responsibility identified in this SOW, the party proposing the change will document the request using the change request form provided in Appendix A. The request will be presented in a change management meeting where both parties will mutually agree to accept or reject the change request. This change management meeting should be within 5 business days of the request. A conference call between both parties that addresses the change request would be considered a change management meeting as long as both parties are present.

The receiving party will review the proposed Change Request and determine whether the change is acceptable or requires modifications. Both parties will review the proposed Change Request and will (i) approve it, (ii) agree to further investigation, or (iii) reject it ("Change Management Process"). When the parties agree to the change, they will sign the Change Request, which upon signing by both parties will constitute authorization to implement the change.

### **2. Acceptance**

Customer shall either accept or reject ARC's Services or Work Product within a reasonable number of days from performance. For this Project SOW, Services or Work Product shall be accepted or rejected within 5 days from performance. Services or Work Product will be deemed acceptable to Customer if it conforms in all material respects with Services described in this SOW.

#### **a) Remedy \ Warranty**

- If Customer gives notice of rejection, then ARC will have an additional ten (10) days, within which to cure any deficiencies identified in writing by Customer.
- ARC services have a 30 day warranty upon completion of deployment. Customer's written notification of deficiencies must occur within this 30 day period otherwise T&M rates will apply.

### **3. PaymentTerms**

ARC agrees to invoice Customer based on the number of service completed units on a weekly basis. Customer upon receipt of the weekly invoice will pay in accordance with Section 7. C. of Appendix A to DIR Contract No. DIR-SDD-1883. Travel related expenses are ARC's responsibility unless noted otherwise. However, should they be incurred, any travel expenses shall be reimbursed in accordance with Section 4.G. of DIR Contract No. DIR-SDD-1883. ARC will endeavor to provide the lowest cost possible for the performance of services, purchase of products or services from third parties or creation of deliverables as agreed hereunder.



#### 4. Approval

IN WITNESS WHEREOF, The Customer and ARC have caused this SOW to be signed and delivered by their duly authorized representatives as of the date of last signature below (the “Effective Date”).

<b>Customer</b>	<b>Austin Ribbon &amp; Computer (ARC)</b>
By:	By:
Printed Name:	Printed Name: Sasha Vrajich
Title:	Title: Professional Services Director
Date:	Date:
	<b>ARC Assigned Project Manager</b>
	By:
	Printed:
	Date:

## Appendix A – Change Request Form

<b>Case#</b> <b>000000</b>	<b>Between:</b>	ARC-Customer	ARC-Vendor	<b>Priority</b> (select one)	Emergency, High, Medium, Low
<b>Client Name</b>	(there must be a name in this field)			<b>Date</b>	
<b>Change Manager</b>	(there must be a name in this field)			<b>Related Issue #</b>	(indicates if this was moved to the Issue/Activity log)
<b>CONTACT INFORMATION</b>					
<b>Prepared by</b>				<b>Phone Email</b>	
<b>Change Owner</b>	(there must be a name in this field)			<b>Phone Email</b>	
<b>Client/Vendor Contact</b>				<b>Phone Email</b>	
<b>DESCRIPTION OF EXISTING STATE ↓</b>					
<b>Details:</b> (Select from SOW, Clearly state process to be changed, Cite rationale for original design)					
<b>SUGGESTED CHANGE ↓</b>	<b>IMPACT →</b> Cost		<b>Schedule</b>	<b>Quality or Quantity</b>	<b>Related SOW Section</b>
<b>Details:</b> (Include Rationale, Scope of Change, Specific requirements to be implemented Identify personnel changes)					
<b>IMPACT ↓</b>					
<b>Details:</b> (Include: Itemized Costs, Specific New schedule,)					
<b>Total Cost of this Change</b>	<b>\$</b>	<b>Paid By →</b> (keep all that apply)	VENDOR/SUPPLIER	CUSTOMER	ARC
<b>SELECT ONE →</b>	<b>This change is:</b>	<b>Accepted</b>	date	<b>Rejected</b>	date
		<b>On Hold</b>	date	<b>*Revise</b>	date
<b>*REVISIONS TO SUGGESTED CHANGE OR REASON FOR REJECTION AND NEXT STEPS</b>					
(include date and explanation-submit to Change Manager for re-consideration---Significant changes must be approved by either the Change Review Board or the Solution Design Center)					

<b>ARC</b>		<b>CUSTOMER/VENDOR</b>	
<b>Signature</b>		<b>Signature</b>	
<b>Name</b>		<b>Name</b>	

